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Behind the Scenes

Executive Director's Report

As one of the largest providers of ADA paratransit services in the State, it came as welcome news when I heard that the California Public Utilities Commission (CPUC) has begun conducting public workshops throughout the State to begin discussing implementation of SB 1376 (Hill, 2018), the "TNC Access for All Act,"

The TNC Access for All Act mandates the CPUC to develop regulations for transportation network companies (i.e. Uber and Lyft) relating to accessibility for persons with disabilities. This bill mandates the CPUC to develop regulations for TNC accessibility for persons with disabilities and as part of the regulatory development, the CPUC must:

- > Engage in workshops with relevant stakeholders;
- > Assess a minimum 5¢ fee on TNCs to fund on-demand accessible transportation services;
- > Request interested participants to submit plans to access the on-demand transportation fund in order to meet the transportation needs of persons with disabilities;
- > Require specific criteria and reporting from participants accessing the fund;
- > Report to the Legislature by January 1, 2024 on the implementation of the program; and
- > Create a working group with stakeholders to examine duplicative programming in transportation services for disabled persons.

If you are interested in learning more about the Act or participating in future workshops, please visit <http://www.cpuc.ca.gov/tncaccess/>.

Andre Colaiace
Executive Director



Access to Work Program presentation at Downey SCRS-IL

The Access to Work program has been a successful grant-funded pilot program designed to make it easier for Access customers to use paratransit to reach places of employment and job training. The program achieves this by designing a customer's standing order trips around the customer's work schedule. Access to Work trips are designed so that a customer arrives before their work start time and they are picked up from work after their work shift ends.

Since the program's launch in 2012, the program has helped hundreds of Access customers reach places of employment or job training. Last month Kevin Andoaga, Access intern, and I visited the Downey offices of the Southern California Resource Services for Independent Living (SCRS-IL) to give a presentation on Access to Work and how this program may be able to help the center's clients reach employment and job training facilities on time.

The SCRS-IL offers job skills training at its Downey facility for its clients and afterwards provides assistance in job placement for those candidates. The staff at the SCRS-IL immediately saw the possibilities for their clients to benefit from the program.

In the weeks following the presentation, Access received its first program application of a job-training client from SCRS-IL. It is expected that more applications will follow in the coming months.

Access takes great pride in the Access to Work program, which has helped many customers reach places of employment and looks forward to helping more customers in the year ahead.

Eric J. Haack
Strategic Planner

Supervisor Janice Hahn opens new field office in Cerritos

Last month I attended the grand opening of Supervisor Janice Hahn's newest field office, which is located in the city of Cerritos. In attendance were numerous public officials who live or do business within Supervisor Hahn's Fourth District. The Fourth District includes the cities of Artesia, Bellflower, Downey, Lakewood, Long Beach and many others within the County.

As many of us know, Supervisor Janice Hahn is the daughter of former Los Angeles County Supervisor Kenneth Hahn, who also had the County Hall of Administration named after him in 1992, in honor of being the longest serving L.A. County Supervisor.

When I walked into this new facility one of the first things I noticed was the Supervisor's commitment to providing information to our veterans as well as persons with disabilities. There was a flyer on the table entitled, "Calling All Veterans. The Veterans History Project". The project was created by the Library of Congress in 2000 and established in the American Folk Life Center. The mission is to collect, preserve, and make accessible the personal accounts of American war veterans, enabling future generations to better understand the realities of war. Supervisor Hahn is organizing the Veterans History Project to hear from many of these veterans. Interviews will be recorded on a DVD and can serve as a keepsake for them to share with their family.

This new office is located at 11911 Artesia Blvd #104A, Cerritos, 90703.

Louis Burns
Community Liaison



Supervisor Hahn with Louis Burns

The 21st Century Workforce

Various research studies demonstrate what Angelenos already know: traffic in Los Angeles is heavily congested. I recently attended an HR/Transportation Workshop at California State University, Dominguez Hills to explore transportation alternatives, particularly how employers can help aid Los Angeles' traffic nightmare. Traffic in Los Angeles will only continue to grow without restrictions and or incentives. What, if anything, can employers do about it?

Opening speaker and social scientist, Dr. Kathryn Bouskill, provided a presentation on what the future of transportation might look like. The future can be a place where anyone can commute to San Francisco from Los Angeles within an hour by train. A place where anything and everything is accessible. We think we live in a fast-paced environment now compared to 50 years ago and we do, but imagine the possibilities if transportation moved as fast as the internet? Will that help ease traffic? Will it increase it? How will that affect the housing market? What about health? Dr. Bouskill left us to wonder what the future will look like, the opportunities and difficulties that can arise.

CSUDH led focus groups in which we discussed with fellow employers and applicants' current business and traffic trends (operating hours and commute times). We discussed how there are no incentives for employers to hire locals thus presenting the opportunity for long distance commuters. Incentives can change the way employers do business. Other explored options are to change the office culture to working from home.

Providing employees with the option of working from home can help ease traffic and it promotes flexible work schedules. However, it seems most employers are not thinking about traffic, rather profit. How can we change business operations to help traffic in Los Angeles? Employers will start to think differently when it affects their bottom line. Commute time has and continues to be a personal choice. Changing that choice might help ease traffic congestion.

Elizabeth Zambrano
Human Resource Administrator

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Rider Commendations

"I want to file a commendation for my reservationist. She was helpful in assisting me with reserving the appropriate trip time so that I wouldn't miss my doctors visit. She also made sure I knew exactly where to be for my pickup time. M.J.'s patience and ability to be thorough makes her an outstanding reservationist."

Shirley Young
Rider since March 2004

"I want to file a commendation for my reservationist Roberta. She went above and beyond while assisting me. I would put her at the top of my list as far as reservationists go. She is indeed the best reservationist I have ever had, absolutely outstanding. She even helped me calculate the miles for me, and it helped. You can tell that Roberta cares. The help I received from her came from the heart. You cannot teach this. Roberta should be an example of how other operators deal with their customers."

Barnard Miller
Rider since June 2007

Proposed new voting centers in L.A. County

United Cerebral Palsy (UCP) of Los Angeles participated in L.A. County's new voter experience. The L.A. County Registrar's Office reached out to UCP and other agencies throughout the County to help them identify suggested voting center locations. Voters



will be able to vote at locations of their choice throughout the County. Another positive feature is having the ability of voting when you want. Voters will be able to vote in person up to 11 days or drop off their ballot up to 29 days before Election Day. L.A. County will be using new accessible voting equipment at each Vote Center, each with translated voting materials available in 13 different languages.

With this change, the County is reaching out to the disability community for their input on where these vote center locations ought to be located, with an emphasis on locations that are fully accessible. Terri Lantz, client rights' advocate for the Los Angeles, Ventura and Santa Barbara Counties and member of Access' Community Advisory Committee, facilitated the meeting which was attended by 50-60 individuals, most of whom were clients of UCP and Access. Global Paratransit did a great job in managing pick-ups and drop offs at this location.

Louis Burns
Community Liaison